

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to an RFO. Vendor is responsible for reading all addenda associated with the RFO.

**IT Professional Technical Services
SITE Program
T#:14ATM
Request for Offers (RFO) For Technology Services Issued By
MN.IT @ DHS: MNSure**

Project Title: Quality Assurance Test Team: MNSure

Category: Quality Assurance

(Seeking 6 individual resources. The six selected resources will not be from the same vendor, as each vendor will be limited to the submission of one candidate in response to this RFO.)

Business Need

MN.IT @ DHS/MNSure is issuing this Request for Offers (RFO) to secure multiple (6) Quality Assurance Analyst resources with strong experience testing in large and complex systems development projects. These Quality Assurance Analysts are needed to bring several active, high visibility projects to successful completion, to enable the MNSure technical solution to be deployed and fully operational. The Quality Assurance Analyst will be responsible for performing all testing activities for the MNSure IT portfolio of projects. These will include several cross-agency projects with key collaborators from MNSure, MN.IT @ DHS and the Department of Human Services (DHS).

The successful candidates must have the experience to assume the role of Quality Assurance Analyst on large and technically complex (new and active) projects which impact current processes, to create detailed test plans and test cases, execute test cases for all phases of testing, communicate effectively, both verbally and written, with all resources involved in a project, and accurately report defects in a timely fashion while managing multiple priorities and fostering an environment of team building and coordination.

The Quality Assurance Analyst will also mentor MN.IT Quality Assurance and Business Analyst resources in Quality Assurance Best Practices and promote the MN.IT @ DHS Quality Assurance processes.

It is the on-going commitment of MN.IT to provide technology solutions that are reliable and flexible enough to meet fluctuating customer demands and increasing expectation of 7x24x365 system availability, all while decreasing on-going support expenses.

Project Deliverables

For each project, the Consultant will be working with the project teams, and will be expected to create or participate in creating:

- QA Test Strategy
- QA Test Plan

- QA Test Cases
- QA Test Closure
- Defect documentation
- Requirements Traceability Matrix
- Other documentation as requested (i.e., meeting notes, documented processes, change requests, status reports)

Assigned Projects

For each current, assigned project, the Consultant will be expected to:

- Work with appropriate resources in defining testable Requirements (Waterfall methodology) and/or User Stories' Acceptance Criteria (Agile / Scrum methodology).
- Have complete understanding of all functional and technical Requirements and/or Acceptance Criteria. Approve Requirements if QA project lead.
- Have complete understanding of Design document to ensure the design complements the Requirements. Approve Design document if QA project lead.
- Escalate any challenges to the appropriate resources in a timely manner.
- Assist in managing the overall scope of the testing effort.
- Complete required QA documentation in an accurate and timely manner. Provide edits to QA documentation as necessary if the project's Requirements change, if scope changes, if testing schedule changes, etc.
- Receive appropriate approval and sign-off for all testing documentation.
- Execute all Test Cases according to the Test Plan, or explain why risk-based / priority testing is executed.
- Transfer knowledge to MN.IT@DHS staff.
- Provide QA leadership to assigned project, when requested.
- Provide support to the UAT team, if requested.
- Provide, in timely manner, status of assigned project when requested.
- Work with QA project lead to determine Level of Effort estimates for project testing activities.
- Attend and participate in Defect Triage and Review meetings.
- Execute manual and automation Test Cases for various test types (smoke, functional, regression, etc.).
- Perform other related duties as assigned.

Estimated Project Milestones and Schedule

- MNsure project has already begun
- Anticipated Engagement Start Date: December 1, 2016
- Anticipated Engagement End Date: November 30, 2017
- The State will retain the option to extend the work orders in increments determined by the State.

Project Environment

The Quality Assurance Analyst will need to interface with a variety of individuals—both on the project team and individuals outside the project team—who may have a vested interest and can offer information pertaining to the project, including:

- Project Director
- Project Manager(s)
- Business Analyst(s)
- Developer(s)

- Database Administrator(s)
- Information Technology Group
- System Architect(s)
- All members of the QA staff (Managers, Supervisors, Leads, other QA Analysts)
- MNsure Business staff
- DHS Business staff
- MN.IT employees
- External vendors
- Stakeholder community, including the counties and health care provider organizations
- Other agency team members

Project Requirements

Project Requirements include, but are not limited to:

- All work will be done at offices in Saint Paul, Minnesota, unless otherwise arranged
- Work must comply with the Statewide Enterprise Architecture
- Work must comply with the State's Enterprise Security Policy and Standards
- Work must comply with Statewide Project Management methodology
- Work must comply with applicable industry / agency standards
- Ability to work independently, with little or no supervision
- Drive to resolution in situations with high ambiguity and confusion
- Consultant will report to the QA Supervisor

Responsibilities Expected of the Selected Consultants

Selected Consultants must:

- Work with the appropriate resources to define and write Functional and Technical Testable Requirements (Waterfall) and/or User Stories and Acceptance Criteria (Agile).
- Work with the QA Supervisor and/or QA Lead to create the Level of Effort (LOE) estimate for all testing activities within the project.
- Work with the QA Supervisor and/or QA Lead to create the Test Strategy.
- Work with the QA Supervisor and/or QA Lead to create the Test Plan.
- Work with Business Analyst, Developers, and DBA's in defining detailed and reusable Functional, System Integration, and Regression test cases and completing Requirements Traceability Matrix.
- Write detailed and reusable Functional, System Integration, and Regression Test Cases.
- Assist the Performance Engineer in determining business flows to be scripted and utilized in Performance/Load testing.
- Assist the Automation Engineer in determining test cases to be scripted and utilized in smoke / regression testing.
- Accurately document all defects in the defect tracking tool in a timely manner.
- Escalate all challenges to the appropriate resource(s) in a timely manner.
- Communicate effectively, both verbally and written.
- Attend and participate in the Defect Review meetings.
- Transfer knowledge to MN.IT @ DHS/MNsure staff.

Mandatory Qualifications (to be scored as pass/fail)

At a minimum, a proposed resource must meet the following mandatory qualifications. Resource submissions that do not clearly demonstrate that these mandatory qualifications are met will not be considered under this RFO.

1. Propose an hourly rate at or below vendor's Max Hourly Rate for the category.
2. B.S. or B.A. degree (4 year)
OR
Associates degree (2 year) with five (5) years' experience as a Quality Assurance Analyst
OR
Seven (7) years' experience as a Quality Assurance Analyst.
3. Five (5) engagements lasting a minimum of three (3) months each in a Quality Assurance Analyst role.

Desired Skills

Proposed resources who meet the Mandatory Qualifications will be evaluated on the following Desired Skills. Responder should demonstrate in its proposal the length, depth, and applicability of the proposed resource's prior experience in the desired skills below.

1. Computer Science or Information Technology degree
2. Experience utilizing Rational Functional Tester
3. Experience writing and executing basic SQL query commands
4. Experience utilizing JIRA as a defect reporting tool
5. Experience with IBM Cúram solution for healthcare reform

Process Schedule

Deadline for Questions	10/24/2016, 1:00 PM CT
Anticipated Responses to Questions Posted	10/26/2016
Proposals Due	11/07/2016, 1:00 PM CT
Anticipated proposal evaluation complete	11/18/2016
Anticipated work order start	12/01/2016

Questions. Any questions regarding this Request for Offers must be submitted via e-mail according to the date and time listed in the Process Schedule to:

Robin Wegener, Contract Manager
MN.IT Central
robin.wegener@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above. Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

The proposed resources will be evaluated on the following components.

Factor	Weight	Total Points
Mandatory Qualifications	Pass/Fail	
Desired Skills	70%	70
Cost	30%	30
Total	100%	100

- A. Evaluation of Desired Skills.** Points have been assigned to the Desired Skills. The total possible points for each Desired Skill are as follows:

Desired Skills	Value
1. Computer Science or Information Technology degree	5
2. Experience utilizing Rational Functional Tester	15
3. Experience writing and executing basic SQL query commands	10
4. Experience utilizing JIRA as a defect reporting tool	5
5. Experience with IBM Cúram solution for healthcare reform	35
Total:	70

The State reserves the right to interview any or all proposed resources. In the event interviews are conducted, Desired Skills scores may be adjusted based on additional information derived during the interview process. The State further reserves the right to remove a resource from consideration if the resource is unavailable for interview as requested by the State.

The State also reserves the right to contact proposed resources' references and to adjust Desired Skills scores based on additional information derived from the reference checks.

B. Evaluation of Cost Proposals

Lowest cost will be determined by the Cost Proposal rate submitted by the Responder. The Proposal with the lowest cost will receive 100% of the available points. The other Proposals will receive points using the following formula:

$$\frac{\text{Lowest Proposal Rate}}{\text{Responder's Proposal Rate}} \times \text{Maximum Points} = \text{Points Awarded}$$

EXAMPLE: (Using 30 points as maximum): If Responder A submitted the lowest rate of \$100.00, and Responder B submitted a rate of \$117.00, Responder A would receive 30 points and Responder B would receive 25.64 points ($100.00 \div 117.00 \times 30 = 25.64$)

This Request for Offers does not obligate the State to award a work order or complete the assignment, and the State reserves the right to cancel the solicitation if it is considered to be in its best interest. The State reserves the right to reject any and all proposals.

Submission Format. The proposal should be assembled as follows:

1. Cover Page

Master Contractor Name
 Master Contractor Address
 Contact Name for Master Contractor
 Contact Name's direct phone/cell phone (if applicable)
 Contact Name's email address
 Resource's Name being submitted

2. Overall Experience:

- A. Mandatory Qualifications (pass/fail).** Responder should establish that the proposed resource meets the mandatory qualifications under this RFO by attaching a resume identifying the companies and contacts where the resource has demonstrated the mandatory qualifications. (Be certain that the resume has dates [i.e., month/year] of work and notes whether the resource was an employee or consultant.) If the proposal and resume do not demonstrate that the resource meets all of the mandatory qualifications, the State will discontinue further scoring of the proposal. ***You must copy the chart below and insert it into your proposal with information filled out to indicate how the proposed resource satisfies each mandatory qualification.***

Mandatory Qualifications	
Resource Name:	
Skills and Experience	Thoroughly describe, from the resume, how the submitted resource meets the Mandatory Qualifications. (Yes/No is not sufficient)
B.S. or B.A. degree (4 year) OR Associates degree (2 year) with five (5) years' experience as a Quality Assurance Analyst OR Seven (7) years' experience as a Quality Assurance Analyst.	
Five (5) engagements lasting a minimum of three (3) months each in a Quality Assurance Analyst role.	

- B. Desired Skills.** Responders should demonstrate the length, depth, and applicability of the proposed resource's prior experience pertaining to the Desired Skills. Responders shall attach a resume identifying the desired skills, including companies and contacts where the proposed resource has demonstrated the desired skills described in this RFO. (Be certain that the resume has dates [i.e., month/year] of work and notes whether the resource was an employee or consultant.) Points will be awarded based on the extent to which the proposed resource has the desired skills. ***You must copy the chart below and insert it into your proposal with information filled out to indicate the extent to which the proposed resource satisfies each desired skill.***

Desired Skills	
Resource Name:	
Skills and Experience	Thoroughly describe, from the resume, how the submitted resource meets the Desired Skills. (Yes/No is not sufficient)
Computer Science or Information Technology degree	
Experience utilizing Rational Functional Tester	
Experience writing and executing basic SQL query commands	
Experience utilizing JIRA as a defect reporting tool	
Experience with IBM Cúram solution for healthcare reform	

C. References. Provide the names of three (3) references who can speak to the resource's work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project the resource completed. The State reserves the right to contact proposed resources' references and to adjust Desired Skills scores based on additional information derived from the reference checks.

3. Cost Proposal. Must be in a SEPARATE DOCUMENT and not listed in any other place in your submission. Include a separate document labeled "Cost Proposal" which includes the name of the resource being submitted and their proposed hourly rate.

4. Conflict of interest statement as it relates to this project

5. Additional Statement and forms. Responders must complete and submit the following forms, if applicable, in response to this RFO:

- a. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
- c. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
- d. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Proposal Submission Instructions

- **Each vendor is limited to submission of one (1) proposed resource in response to this Request for Offers.**
- Responses must be submitted via e-mail to:
 - Robin Wegener, Contract Manager, MN.IT Central
robin.wegener@state.mn.us
 - Email subject line must read:
[Vendor Name] – RFO00156 MNSure QA RFO Response
 - Submissions are due according to the Process Schedule previously listed.
- The e-mailed response should contain three (3) attached .pdf files
 - One (1) containing the cover page, resume, Mandatory Qualifications and Desired Skills charts, and references, labeled “Response”
 - One (1) containing the cost proposal only, labeled “Cost Proposal”
 - One (1) containing all other supporting documentation, labeled “Additional Statement and Forms”
- All responses are time and date stamped by the State’s email system when they are received. Responses received after Proposals Due Date above will not be considered. The State shall not be responsible for any errors or delays caused by technology-related issues, even if they are caused by the State.
- You must submit an email with your response, or email notification that you will not respond, to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.

General Requirements

Proposal Contents. By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification. In the performance of this contract by Contractor, or Contractor’s agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney’s fees incurred by the state, to the extent caused by Contractor’s:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State’s sole negligence. This clause will not be construed to bar any

legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses. All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest. Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards. All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals
In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime

contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Small Business Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

Work Force Certification. For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification. If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.